

WE CLAIM:

1. A method for adaptively adjusting an eService management system by using feedback control, comprising:
- 5 distributing behavior expert objects at different levels of a hierarchy of an eService management system;
- performing, within the hierarchy, feed-forward reasoning from lower level behavior experts to higher level behavior experts;
- 10 comparing the performance of these behavior experts with various objective functions;
- identifying bottlenecks by back-propogating the objective function; and
- using comparison discrepancies to adjust the system.
2. A system is described that adaptively adjusts an eService management system
- 15 by using feedback control, comprising
- means for distributing behavior expert objects at different levels of a hierarchy of an eService management system;
- means for performing, within the hierarchy, feed-forward reasoning from lower level behavior experts to higher level behavior experts;
- 20 means for comparing the performance of these behavior experts with various objective functions;
- means for identifying bottlenecks by back-propogating the objective function; and
- means for using comparison discrepancies to adjust the system.

25